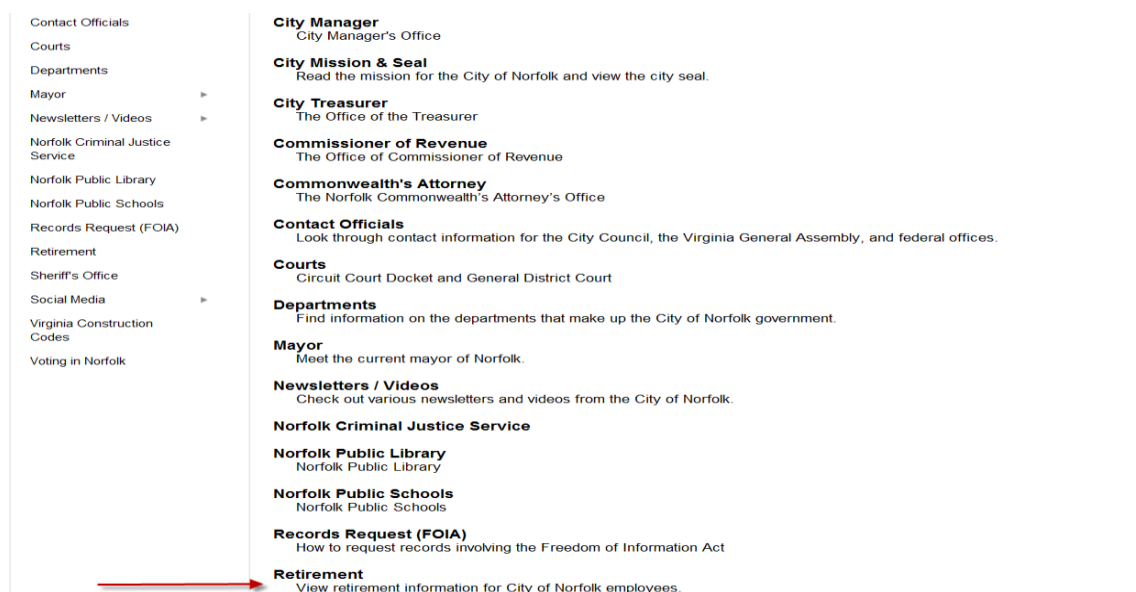# PeopleSoft Self-Service Log In Instructions

1. **Go to the City of Norfolk's web site: www.norfolk.gov**
2. **Click "Government"**
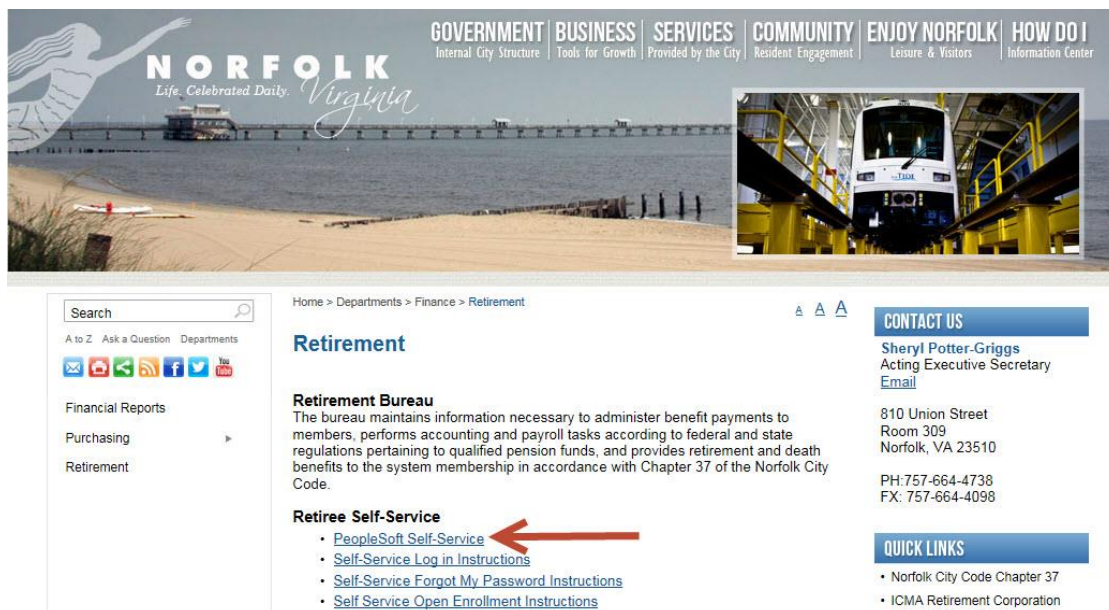

3. **Click "Retirement"**

PeopleSoft Self-Service Log In Instructions

4. **Click "PeopleSoft Self-Service" under Retiree Self-Service**

Enter your User ID and Password - Your User ID is your Retirement <u>Employee ID</u> and can be found on your paycheck/advice near your name. Your initial password is the first four letters of your last name (first letter capitalized all others lower case), last four digits of your SSN and an asterisk (*) – example Mous1234*. If your last name is less than four letters your password will be shortened, that is if your last name is Joy only three letters are used in your password – example Joy6789*. Your User ID and Password are <u>case sensitive</u> so be sure to check your Caps Lock key. After entering your User Id and Password, **Click Sign In.**

PeopleSoft Self-Service Log In Instructions

5. **Change your password** - The first time you sign on, your initial password is set to expire.   **Click the link "Click here to change your password."**

    Note: You will be required to change your password every 90 days.

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    Your password has expired.

    Click here to change your password.

6. **Enter your "Current Password:"**
7. **Enter a "New Password:" -** Your new password must be at least seven characters with one capital letter, one number and one special character (i.e. @, # %,&). Remember your password is case sensitive.
8. **Re-enter your new password in "Confirm Password:"**
9. **Click "Change Password"**

    ## Change Password

    User ID: 01234R

    Description: Forgotten Password

    *Current Password: ●●●●●●●●●●

    *New Password: ●●●●●●●●●

    *Confirm Password: ●●●●●●●●●

    Change Password

10. **Click "OK"**

PeopleSoft Self-Service Log In Instructions

You must enter a valid email address to utilize the Forgotten Password feature after the initial sign-in. If you already have a primary email account set up, you can skip steps 12-15.

11. **Click "My System Profile"**
12. **Click the "Primary Email Address" check box from Email Type "Other" to remove it as the Primary Email Address.** You can enter multiple emails, but only one can be marked as the "Primary Email Account" and receive emails.
13. **Click on the plus (+) at the bottom of the page** under Email to add your email address.
14. **Add an Email address** - Check the "Primary Email Account" box. Select the Email Type by clicking the down arrow. Enter your email address.
15. **Click "Save"**

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Menu

Search:

▷ Personal Information
▷ Payroll and Compensation
▷ Benefits
– My System Profile

General Profile Information

Forgotten Password

Password

Change password

Change or set up forgotten password help

Personalizations

My preferred language for PIA web pages is: English

My preferred language for reports and email is: English

Currency Code:

Default Mobile Page:

Alternate User

If you will be temporarily unavailable, you can select an alternate user to receive your routings.

Alternate User ID:

From Date: (example:12/31/2000)

To Date: (example:12/31/2000)

Workflow Attributes
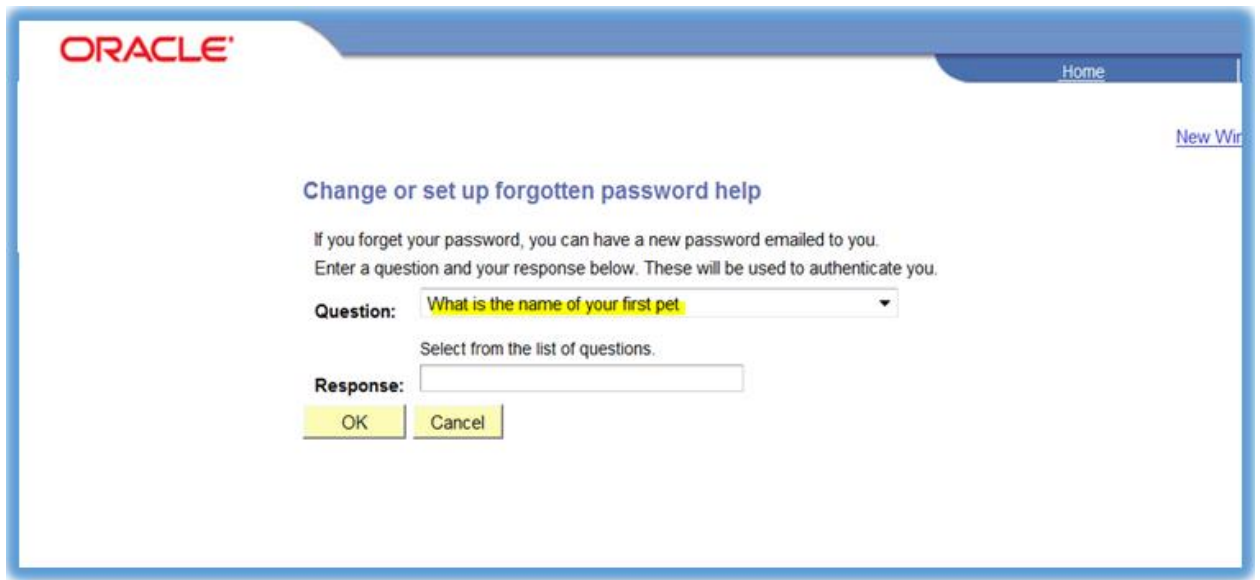
☑ Email User   ☑ Worklist User

Miscellaneous User Links

Email   Customize | Find | First 1-2 of 2 Last

Primary Email Account	Email Type	Email Address		
☐	Other		+	−
☑	Work	user.email@norfolk.gov	+	−

Save

16. Click "Change or set up forgotten password help"
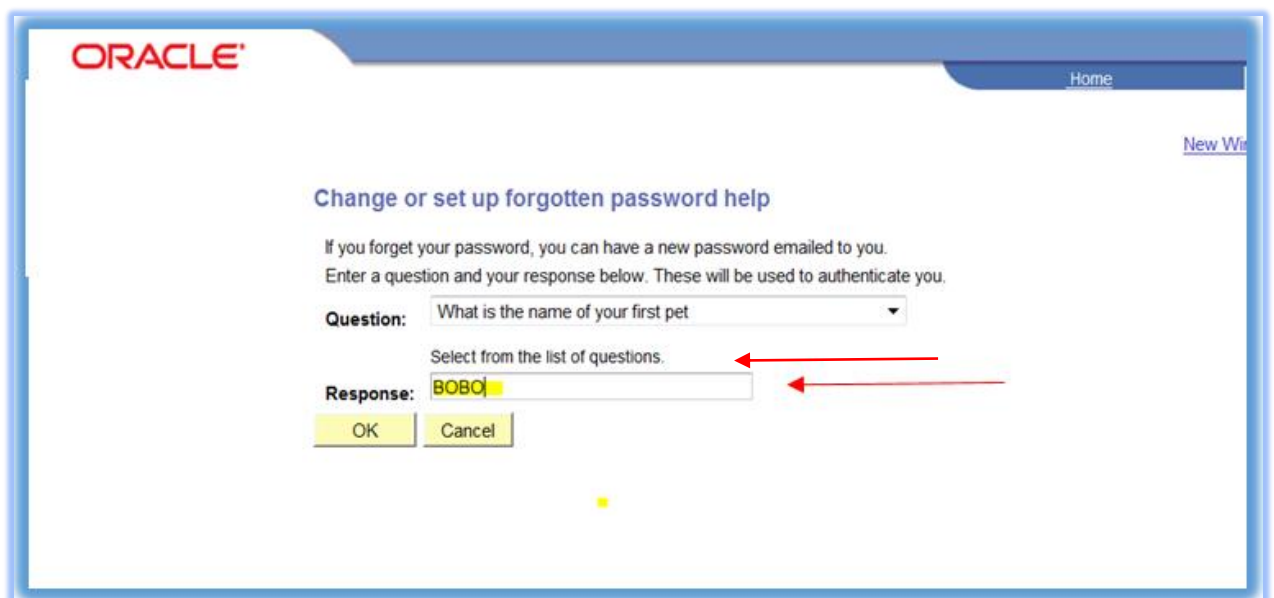
17. Select a question by clicking the down arrow to display available security questions

18. Enter a Response (answer) for your security question. The response will automatically convert to capital letters but is <u>not</u> case sensitive.

19. Click "OK"

Congratulations! You are now ready to use Retirement Self-Service.